

summary of the sustainability report



22



summary of the sustainability report .22

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Letter to the stakeholders

I am delighted to present Arriva Italia's first Sustainability Report, of which this document is a summary: ahead of the legal obligation, Arriva Italia wanted to establish an important point for the growth of awareness not only of its financial impacts, but also of its environmental, social and governance impacts.

2022 was a year of revenue growth compared to 2021, but it posed major challenges for our organisation such as the rising cost of fuel and the consequences of the Covid-19 pandemic on passenger habits.

However, we are convinced that **sustainability can no longer be put off** and, precisely in order to recount what we are already doing on all three pillars (Environmental, Social, Governance), we have decided to take on this challenge.

This first Report reflects the responsibility we feel and put into practice every day for our people and for our passengers, as well as for all the other stakeholders with whom we interact on a daily basis (local authorities, communities, suppliers, partners).

In the Report we share our vision of sustainability, which is based on a number of core principles that we have identified as material topics and also discussed with our stakeholders.

Among these material topics, I should like to mention three that, perhaps better than the others, illustrate us as a company. **Sustainable mobility**: a real imperative for a local public transport company. **Diversity and inclusion**, an area where we have done a great deal over the past year and where we are expected to act. And, finally, proactive support for a **circular economy** model, in which materials are recovered and greater attention is paid to waste.

This Report is only the first stage of a progressive but steady journey we will take together with you.

I hope you find it an interesting read!

Angelo Costa, Chief Executive Officer

our mission

With our focus on people mobility, Arriva Italia is committed to developing integrated mobility services so that public transport becomes users' preferred means of travel.

Wherever we operate, we are proud to put ourselves at the service of society and of the local community that relies on us.



aosta .

.lecco
bergamo.

.brescia
.cremona

turin.

.rome

identity

Arriva began operations in Italy in 2002. It runs the local public transport service in the Aosta Valley and in the provinces of Turin, Brescia, Bergamo, Lecco and Cremona, as well as several commercial services, including airport links and a transport service in Rome for students with disabilities and reduced mobility.

Arriva Italia in numbers



34.1 million
annual passengers



47 million
km per year



1,467
employees



1,433
vehicles



143 million €
revenues

milestones

2002

Arriva acquires the **SAB Group** and takes minority shareholdings in **KM** and **Trieste Trasporti**

2009

Arriva Italia, the group's holding company, is established

2021

Arriva **One Company** is established to operate in the Aosta Valley, Turin, Bergamo and Lecco, Brescia and Cremona.

2022

Arriva One Company strengthens integration among the different territorial areas.

Arriva Italia launches major **environmental projects**:

- **LifeH2O** Bus for efficient water management
- **RE BREATH** to reduce emissions from braking systems
- the expansion of the **electric vehicle fleet** to promote green urban mobility

In the **social** and **governance** areas, an important advance is made in D&I with the appointment of a **Diversity & Inclusion manager**.

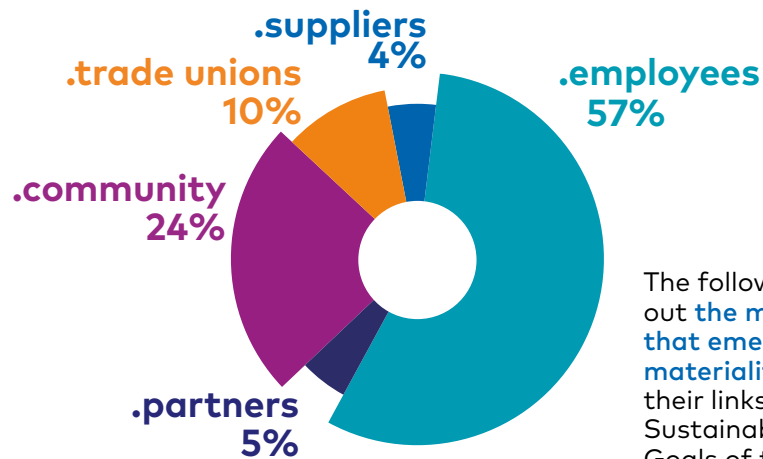
our sustainable vision

Stakeholder engagement

For a company like Arriva that provides a public service, it is essential to maintain a constant, transparent relationship with all the parties who in some way are affected by its activities or are able to influence them.

Confirming this, Arriva Italia decided to involve a pool of 'expert' representatives from each of its stakeholder categories in its first materiality analysis to identify the topics of importance to the organisation in the E (environmental) S (social) and G (governance) pillars.

The graph below illustrates the distribution of stakeholders.



Arriva Italia's vision of sustainability impacts on the three ESG pillars:

Environment (E) because the company pays attention to the ecological transition in both mobility and resource management.

Social (S) in terms of the service it provides by reaching large segments of the population in a very large and to some extent fragmented territory.

Governance (G) for its commitment to ensuring transparent and fair procedures.

The following page sets out the material topics that emerged from the materiality analysis and their links with some of the Sustainable Development Goals of the 2030 Agenda.

This is how Arriva Italia's material topics contribute to the achievement of the 2030 Agenda goals

- | | |
|---|---|
| 1. Sustainable mobility | 10. Welfare |
| 2. Energy efficiency | 11. Diversity and inclusion |
| 3. Efficient water and waste management | 12. Digital innovation and processes |
| 4. Circular economy | 13. Ethics and integrity |
| 5. Worker health and safety | 14. Sustainability governance |
| 6. Quality and safety of the travel experience | 15. Creating shared value |
| 7. Acting responsibly | 16. Responsible supply chain management |
| 8. Training and development | 17. Service efficiency |
| 9. Community relations and support for disadvantaged groups | |



sustainability in numbers



e.

more than 620,000 GJ

fleet energy consumption for **47 million kilometres**

0.013 GJ/km

fleet energy intensity index

more than 44 tCO₂

fleet emissions

638 TOE

energy consumption of operating sites

about 33,000 l

water consumption

85%

of waste produced for recycling



g.

143 mln €
revenues

31.8 mln €
investments

45%
of suppliers
are local
(basis: region)



g.

certifications

UNI EN ISO 9001:2015 **UNI EN 13816:2002**

UNI ISO 45001:2018 **UNI EN ISO 14001:2015**
ISO 50001:2018



download
the Code of
Ethics

The Arriva Italia
Code of Ethics
protects all
stakeholders.



s.

34.1 mln
passengers

1,467
employees
as at 31/12/2022

5,868
training hours
71% in Health and Safety

180,000
download
Arriva MyPay

86% drivers
88% open-ended
contracts

0.25
accident severity index

(number of accidents: 28)

Through its widespread presence,
Arriva Italia connects communities
and remote areas.

6 territorial areas with more than 80 sites
with staff, facilities and ticket offices

9 workshops
located throughout the territories

Headquarters in
Milan

